



State of New Hampshire

Department of Safety
Division of Emergency Services
Bureau of Emergency Communications
James H. Hayes Safety Building
33 Hazen Drive, Room 105
Concord, New Hampshire 03305



Richard M. Flynn
Commissioner

Bruce G. Cheney, ENP
Director

Earl M. Sweeney
Assistant Commissioner

Peter A. DeNutte, ENP
Assistant Director

Enhanced 9-1-1

Commission Members:

Chairman
Chief Douglas Aiken
NH Assoc. of Fire Chiefs

Vice-Chair
Sheriff James D. Linehan
NH Sheriff's Association

Secretary
William Wood
NH Division of EMS

Kathryn Bailey
NH Public Utilities Comm.

Marc Violette
NH Telephone Association

Jill Healey Wurm
Verizon

David Caron
NH Municipal Association

Lieutenant George Valliere
NH Police Officer

Colonel Frederick Booth
NH Dept. of Safety

Richard Bernard
Public Member

David Lang
NH Firefighter

James Valiquet
NH Assoc. of Police Chiefs

Commissioner Donald Hill
Administrative Services

Paul Szoc
NH Federation of Mutual Aids

Vacant

Representative Wireless Telephone Providers

ENHANCED 9-1-1 COMMISSION MINUTES FRIDAY, MARCH 18, 2005

PRESENT: Douglas Aiken, Chairman
James Linehan, Vice Chair
William Wood, Secretary
David Caron
George Valliere
Kathryn Bailey
Frederick Booth
Mark Violette
Paul Szoc
James Valiquet
Jill Healy Wurm

NH Association of Fire Chiefs
NH Sheriff's Association
NH Bureau of EMS
NH Municipal Association
NH Police Officer
NH Public Utilities Commission
NH Department of Safety
MCT Telecom
NH Federation of Mutual Aids
NH Association of Fire Chiefs
Verizon

ABSENT: David Lang
Richard Bernard
Donald Hill

NH Firefighters
Public Member
Commissioner, Dept. of Admin. Svs.

OBSERVERS: Bruce G. Cheney, ENP
Peter A. DeNutte, ENP
Wes Colby
Jayne Rayno
Leland Willette
John Eon
Michael Geary
Bill Kinch
Kelly Grant
Jack O'Connor
Robert Brown
Patricia Magoon
Kelley Noel
Janice Locke

Director, NHBEC
Assistant Director, NHBEC
Director of Administration, DOS
TDS Telecom
TDS Telecom
Verizon
Training Manager/HR Rep., NHBEC
EMD QC Supervisor, NHBEC
Acting Operations Supervisor, NHBEC
Public Education Officer, NHBEC
IT Manager, NHBEC
Audit Supervisor, NHBEC
Administrative Supervisor, NHBEC
Administrative Secretary, NHBEC

The E9-1-1 Commission Meeting held at the New Hampshire Department of Safety First Floor Conference Room, 33 Hazen Drive, Concord, New Hampshire was called to order at 11:15 a.m. by Chairman Douglas Aiken.

1. Approval of the minutes of the December 10, 2004 meeting.

Commissioner Linehan motioned for approval of the December 10, 2004 meeting minutes. Commissioner Valiquet seconded the motion. Unanimously approved.

OLD BUSINESS

2. Director's Report

Assistant Director Peter DeNutte introduced Janice Locke, Administrative Secretary. Janice will be taking Kelley Noel's position of recording minutes for the E9-1-1 Commission.

2.A. Report of the FY05 Budget

a. Wes Colby, Director of Administration, DOS, reported that because some of the deposits did not get processed in time to get reported in the month of February, the true figure for February's revenue is \$4,810,897.80 Mr. Colby requested that deposits are not to be made on the last day of the month unless they are dated the first day of the following month.

Commissioner Linehan left the meeting at 11:20 a.m.

2.A.1 Letter of transfer of funds to Fiscal Committee

Commissioner Linehan returned to the meeting at 11:24 a.m.

a. Wes Colby reported that the Finance Committee approved a transfer of \$934,159 from the non-lapsed funds (leaving a balance of \$319,000) into Class 060 Benefits in the amount of \$255,000 and into Class 094 Network and Database in the amount of \$679,159. There will also be a transfer of \$200,000 worth of expenditures out of class 020 and into class 094 to cover the 2 months that class 020 paid for the phone bills. The Director's salary is now being split between Emergency Management and Emergency Communications to more accurately portray that he supervises both Bureaus and is being reflected in class 011 and 060 for his salary and benefits.

2.B.1 Discuss budget impact on surcharge

a. Wes Colby reported the number of wired lines are continuing to decline slightly as the wireless lines continue to show growth. He explained that the Surcharge Revenue reports will never tie back to the state's financial records because the companies are credited with their payments for the month they're paying, not the month they are paying in.

2.B.2. Discuss year to date expenditures

a. Wes Colby reported that the expenses through February were \$4.6 million and once the revenue is adjusted up to the \$4.8 million, the revenue is running about \$200,000 ahead of the expense rate at this particular snapshot in time. If this were to continue, it would be a source of additional funding to the non-lapsed fund at the end of the year.

2.C. Report on Mapping Status

2.C.1. Update on Mapping Progress

a. Robert Brown, IT Manager, reported that the Mapping Unit was able to complete the field work in Auburn in seven days with two teams with 72% verified and 1,840 structures collected. Director Cheney stated that this is a significant improvement over the past where it would take approximately six months to arrive at 77% completion. He also reported that Deering had similar results with 2 teams and about a week's worth of work and came out of the field with 77% matched. The Town of Pelham which the largest town done so far with approximately 6,200 lines is being started today. Because the town is not happy with its numbering system, it has requested to be renumbered from scratch.

b. Robert Brown reported that the Mapping Unit has received numerous requests from the community for 11 x 17 map books and provided a sample of one to the Commission. Assistant Director Peter DeNutte noted that the Mapping Unit had great difficulty producing the 11 x 17 map books before using the ESRI software. The information can be provided digitally as well.

c. Chairman Aiken stated that a number of years ago the Mapping Unit started an effort with Lake Winnepesaukee and just this week he received a copy of the map. He stated that it is such an unbelievable tool that it has been framed and placed in the center right behind the dispatchers. Chairman Aiken expressed his appreciation for the work done on this map. Assistant Director Peter DeNutte noted that Sean Goodwin's group has been working on the Specialty Maps and it was his group that produced this map.

2.D. Report on Phase I and II

- a. Assistant Director Peter DeNutte reported that Phase II has been completed with the exception of RCC which covers the Vermont/Hanover area. They have not yet been able to get their vendor to provide true Phase II location data. We have received a Public Safety of America Grant and we have received the software that will allow us to get the lat/long of cell calls and dynamically locate them on a map in the PSAP. The second phase will be to send that information down to the 71 dispatch centers that we serve remotely. We are currently getting the dispatch centers computers and software to receive that information. We will be updating those who receive our CAD and this information will be passed down to them. A completion date for doing this is the third quarter of this year.
- b. A discussion took place on whether or not this software would work with the cell phones given out by consumer advocate groups. These phones are often uninitialized. It was suggested that a fact sheet be given to these groups to be handed out with the phones. The fact sheet should also be posted on the web.

2.D.1 House Bill 460-FN

- a. Assistant Director DeNutte reported that HB 460-FN passed in the House and is going to the Senate in an amended form.

2.E Report on PSAP Operations

Assistant Director DeNutte introduced Kelly Grant as the Acting Operations Supervisor and noted that Rich Fowler would be working on other projects for the Bureau.

Commissioner Caron left the meeting at 11:55 a.m.

- a. Kelly Grant, Acting Operations Supervisor, reported that there are two new supervisors that started on February 25, 2005 who should be fully trained and on the floor sometime in early April.

Commissioner Caron returned to the meeting at 11:59 a.m.

- b. Kelly Grant reported that there is a new rotating schedule which began January 7th which puts everybody through a third shift rotation every three months for a one month period. This allows all TCs to have an equal amount of call volume and skill level and also an opportunity to attend continuing education classes.

- c. Kelly Grant reported that there are four new telecommunicators that should be going side by side with their mentors on February 25, 2005. Two weeks after that, they should be going on the floor on their own.
- d. Kelly Grant reported that the Bureau is currently working on the TC of the Year which is coming up in April. There are six top personnel to choose from. The supervisors will be making their pick over the next week. Commissioners will be notified of the date the TC of the Year is awarded and are welcome to attend.
- e. Kelly Grant reported that a training officer program has been initiated for the mentors where they can earn a CTO certification. This makes the mentoring program much more structured.
- f. Director Cheney reported that Rich Fowler is working on a supervisor training program.

2.F. Report on EMD

2.F.1. Protocol Compliance Reports

Commissioner Valliere left the meeting at 12:10 p.m.

- a. Bill Kinch, EMD QC Supervisor, reported that the overall compliance to protocol remains at 98.26%. The overall customer service score is 98.07%.

Commissioners Bailey, Violette, and Linehan left the meeting at 12:13 p.m.
Commissioner Valliere returned to the meeting at 12:13 p.m.

- b. Bill Kinch reported on the 2004 statistics. There were 67,502 EMS calls that were processed through ProQA. Of those calls, the number one complaint was falls. Because falls are preventable, Mr. Kinch joined the Falls Task Force of DHHS. He also approached the agency and requested that we buy a product called ACTIVE which is a demand analysis software. It breaks down all of the ProQA information topic by topic exactly what we do as a state. We are one of the few states with a single entry point where we process at a high compliance to protocol statistical analysis on data and medical calls.

Commissioners Bailey, Violette and Linehan returned to the meeting at 12:17 p.m.

- c. Bill Kinch reported that the Bureau just finished an EMD course for eight new hires yesterday.
- d. Bill Kinch reported that the Medical Dispatch Review committee submitted three proposals for changes to the international protocol last week.

e. Assistant Director DeNutte reported that Mr. Kinch is working on doing a lot more statistical analysis on both medical priorities and ACTIVE and is also working with EMS personnel from TEMPSIS to get real live-time data as we receive the call so we can progress through the EMS process.

2.G. Status of Training

2.G.1. Status of Training

a. Michael Geary, Training Manager/Human Resources Representative, reported that some of the 16-week training programs for the TC staff have been restructured. The eight-week training will require them to spend an entire week on New Hampshire geography with Jack O'Connor.

2.G.2. Human Resources

a. Michael Geary reported that there are eight new TCs that are in their first full week of classroom training in Laconia.

b. Michael Geary reported that three TCs have been promoted to Supervisor I since the last Commission Meeting. They are Paul Merritt, Karen Patterson and Tobatha Raymond.

c. Michael Geary reported that one of the Program Specialist I's was moved to a Cartographer II position and Telecommunicator Dale Twitchell was promoted to the Program Specialist I position.

d. Michael Geary reported that we have worked on several new programs for the trainings and now incorporate pre-hire testing of people with the software that was purchased. They are tested on call handling before they even go to classes which we hope will help us to select a better person.

2.G.3. Outside Agency Assistance

a. Michael Geary reported on following assistance:

- We have completed two CTO classes and have certified over 30 people, many of which are our own staff so that we have now certified training officers as mentors.
- We have trained Amherst's new dispatch center's employees.
- We have taught three defensive driving classes for the Department of Safety.
- Rich Fowler went to Keene and taught an APCO fire dispatch training class for Southwest Mutual Aid.
- Michael Geary taught a Human Resource class to over 60 human resource specialists in DHHS.

- Michael Geary received a training request from Derry and Colebrook PD on the CAD systems.
- Michael Geary spoke last week to the Department of Transportation's Safety Council at their Annual Update.
- Michael Geary received a request to test for dispatch positions in Amherst Dispatch, Derry PD and Hampton Fire Department.
- Michael Geary conducted two sexual harassment investigations for the State's Director of Personnel.
- Michael Geary provided training at the 136th Police Academy this morning and reported that they have a new training room including desks in the auditorium with a laptop capable port.
- Michael Geary is scheduled to provide a class and tour for the current Fire Officers training class from the academy here next Thursday.

2.G.4. Status of Administrative Rules

- a. Michael Geary reported that we do not have a set of rules on the financials, but hope to have a set at the next Commission Meeting for review.

2.H. Status of Public Education

2.H.1. Update of recent appearances

- a. Jack O'Connor, Public Education Officer, reported that he conducted school visitations and tours of the 9-1-1 call center, although several tours had to be rescheduled due to the weather.

2.H.2. Report on upcoming presentations

- a. Jack O'Connor reported that on 3/19/05 he'll be at the NH Employment Security Semi-annual Wellness Day and in the next couple of weeks he will attend the Merrimack PD 2nd citizens academy in Merrimack, NH School Nurses Conference, and EMS Conference in Sunapee. He is also involved in the training of geography to TC's and they will spend five full days with him. The training will cover such things as the subtle nuances in town names (Stratford vs Strafford), the highways in the state, the unincorporated areas of the state and much more. Director Cheney stated that there was some controversy over the size of the mile marker signs on the highway. The Department of Transportation has requested a letter from the Bureau stating that they were helpful. Chief Aiken stated he would be willing to give them a call to let them know how much help the signs have been.

2.I Status of Public Relations

2.I.1. Status of Newsletter

- a. There was no report on this item as Wanda Hemeon was unable to attend.

2.I.2. Report on meetings with EIRS

- a. There was no report on this item as Wanda Hemeon was unable to attend.

3. Contractor's Report

3.A. Verizon

3.A.1. Report on Network and CPE

- a. John Eon, Verizon Representative, reported on the ALYSA database system. Over the last couple of months the present Verizon database was transitioned to new hardware. Both the API and ALI links are now on the new ALYSA platform. There were some difficulties experienced by E9-1-1 on December 14, 2004 related to the platform transition. After hearing from the PSAP that there were issues with transfers, Verizon worked to back out those changes and a few weeks later after finding out what went wrong, the platform change was made permanent. Monthly reports were e-mailed to Marc Jolin last week.
- b. Assistant Director DeNutte questioned John Eon on when the transition meetings would resume and also where Verizon stood on providing the stick diagrams to the Bureau so that we can continue with the contract. John Eon stated that the engineering department had the necessary paperwork and that they were working on the diagrams. No date has been set for resuming the meetings, but Verizon is hoping for sometime next week.
- c. John Eon reported that the 54 trunks at the Laconia PSAP should be ready for testing on April 15, 2005. The facilities are in place but Verizon must design and connect the actual circuits from the tandems out to that site. The hardware is in place, but the engineering group must go through and be certain that they are as diverse as they should be. They must go through every office in the records to be sure there is separation between the facilities. It should not require a field visit. Twenty-seven of the trunks that go through Laconia are not an issue. Meredith does not go through Laconia. Mr. Eon asked Peter DeNutte if he wanted Verizon to bring two Verizon ALI links to Laconia until such time that the database transition was complete. Assistant Director DeNutte stated that the intention is for the Bureau to take over the database on May 1, 2005. However, for now we do want the database links for backup and disaster recovery. Verizon has provided a sample and as long as we can use it, we will take over the database on May 1, 2005.

3.B. TDS

3.B.1. Report on CPE

a. Mr. Leland Willette, TDS Telecom Representative, reported that TDS was notified on Monday of this week that the trunks would be available for the Laconia PSAP equipment on April 15, 2005. TDS has had discussions with Verizon regarding any configuration details needed for those trunks and has worked in conjunction with CML for that response and found that they have a great deal of flexibility in the CML equipment to accept the protocol. The network configuration will be different but the actual protocols on the trunks are expected to remain the same. TDS has been on-site to complete most of the details of the hardware installation. All 22 positions are now on the floor, cabled, and waiting to resume some upgrading of the equipment. There are at least 2 software upgrades to the switch that need to be performed. Assistant Director Peter DeNutte stated that the Laconia PSAP must be ready to be turned on on April 15th, not just have the trunks available.

NEW BUSINESS

4. Correspondence

a. There was no correspondence.

5. New Business

5.A. Discuss progress on database development

Commissioner Booth left the meeting at 12:42 p.m.

a. Assistant Director Peter DeNutte reported that several discussions with Verizon have taken place. They wanted to give us a raw data feed to feed into our system which we can take. Another option they offered was to bill us for \$75,000 worth of software that could do some data conversion. The third option was a data feed they use in Virginia. We are currently testing that feed in-house. On April 12, 2005, Assistant Director DeNutte will be meeting with the independents. Most are ready to do the transfer using VPN. We will be doing our own selective routing once we take over the database so there will be no ties to ALYSA.

Commissioner Booth returned to the meeting at 12:45 p.m.

Assistant Director Peter DeNutte reported that we will be receiving daily updates from Verizon as it pertains to the database. We will get the rest of them direct from any independents and CLEX. If we have not taken over the database by May 1, 2005, Verizon will begin charging us \$80,000 a month for database

provisioning. Intrado has raised their bill from \$30,000 to \$80,000 a month. Verizon has been paying the \$50,000 difference since January 2005.

5.B. Status of EOC Project

a. Assistant Director Peter DeNutte reported that the EOC project has been stalled because of an environmental assessment. Pembroke did not want us to build the building because they thought we were going to have petroleum products on the grounds. We assured them that there would be no gasoline with the exception of diesel and #2 fuel oil. They have given their go ahead and FEMA has received their blessing from Pembroke so we have received their go-head with the environmental assessment. Yesterday, they did site borings to see if the soil on the site can support the building and it can. A meeting will be held this afternoon with the architect to make sure the room sizes are accurate. We anticipate a July 2005 starting date with a July 2006 completion date.

5.C. Status of location software

a. No report.

5.D. Status of Web EOC

Commissioner Booth left the meeting at 12:48 p.m.

a. Assistant Director Peter DeNutte reported that the Web EOC is a web-based product that is going to operate in EOC and it will be on an intranet which will be internal in the event that the web goes down, but it is so that everybody that has access to it, can see what's going on in EOC. It has all of the forms that we currently use on paper today. It has mapping capabilities, messaging capabilities, as well as a lot of other capabilities that we currently use paper to complete.

Commissioner Booth returned to the meeting at 12:50 p.m.

b. Director Cheney stated that Sean Goodwin and his crew are doing a lot of specialty work. They have been moved out of the mapping unit and now report directly to the Director.

5.E. Meeting with the Consumer Advocates Commission

a. Director Cheney reported that he had a meeting with the Consumer Advocates Commission. They were concerned about when everyone in NH would get 9-1-1 and how would we find out where cellular phone callers were located, and discussed the issue of uninitialized phones. We hope to spend a little more time with that group and bring them up to date so that they have a better understanding of what 9-1-1 does and what we can provide them with as a service.

5.F. Discuss contract negotiations (amended to discuss Personnel Issues)

Chairman Aiken called for a motion to enter into non-public session in order to discuss contract negotiations as allowed by RSA 91-A3 II d. A motion was made by Commissioner Linehan and seconded by Commissioner Szoc. Chairman Aiken conducted a roll call vote of Commissioners present which was unanimously approved to go into a non-public session at 12:55 p.m. In addition to Commission members, the following people remained in the meeting.

1. Director Bruce G. Cheney
2. Assistant Director Peter A. DeNutte
3. Janice Locke, Administrative Assistant

The original motion was amended to reflect RSA 93-A3 II a to discuss personnel issues. Commissioner Linehan amended his motion to reflect this statute. Commissioner Szoc seconded this motion.

5.G. Discuss contract negotiations

Commissioner Wurm left the meeting at 1:15 p.m. before the discussion of contract negotiations began.

Chief Aiken moved the Commission not disclose the content of the non-public session as disclosure could render the proposed action ineffective. No action, votes or report was taken. A motion was made by Commissioner Valiquet and seconded by Commissioner Valliere. By roll call, Chairman Aiken concluded the non-public session at 1:35 p.m. Unanimously approved.

5.H. Hearings Subcommittee Report

a. Commissioner Caron reported that the Hearings Committee had hoped to be able to make a recommendation to the full Commission on Cost Recovery. The amended version of HB 460-FN will take care of the issue of reimbursement of Phase I and Phase II costs to cell carriers going forward, but the committee is still reviewing the submitted costs in arrears. Since our last meeting, all cell carriers were notified of hearings to be held to give them all an opportunity to present information to the committee. We held hearings with the three cell carriers that took advantage of that opportunity. We have requested and received some information and are still in the process of evaluating that information and just are not in the position at this point to make a recommendation that we think is fair to the carriers, the 9-1-1 users, and the Commission. We should be in a position at the next meeting to report on whether any reimbursement to those carriers is due for costs incurred prior to April 1, 2005.

6. Adjournment

- a. The next meeting will be scheduled in the month of June 2005.
- b. The meeting was adjourned at 1:45 p.m.

William Wood, Secretary
Enhanced 9-1-1 Commission